

## WAMITAB Level 2 Award for Parking Enforcement Officers


*Guided Learning Hours: 34*

*Total Qualification time: 41*

*Total Credits: 5*

*Qualification Code: 601/1781/3*

*WAMITAB Code: PEOA2, PEOB2, PEOC2,  
PEOD2, PEOE2, PEOF2.*



This qualification was developed in partnership  
with the British Parking Association:



*Version 16, October 2017*

## About WAMITAB and this Qualification Handbook

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### About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

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### Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

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### The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your Level 2 Award for Parking Enforcement Officers. It contains:

- The units you need to achieve to complete your qualification.
  - Information about your responsibilities as a candidate.
  - Reference information covering each learning outcome and assessment criteria.
  - Activities you can use to test your understanding.
  - Forms you can use to record and organise your evidence.
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## Candidate Information

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**Name**

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**WAMITAB Candidate Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Tutor Name**

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## Frequently Asked Questions

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### **What is a qualification?**

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

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### **What is the objective of this qualification?**

Develop the knowledge and skills needed to work as a parking enforcement officer in the private or public parking industry throughout the UK. This qualification focuses on developing conflict management skills in those individuals employed as civil enforcement officers, parking attendants, parking enforcement officers and CCTV enforcement officers.

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### **Who is it for?**

- New entrants to the parking industry
  - Experienced workers seeking a formal qualification
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### **What are the entry requirements of this qualification?**

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 2 Award for Parking Enforcement Officers do not require any other qualifications or levels of attainment in order to take this qualification.

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### **What job role could this qualification lead to or support?**

This qualification could have significant benefits for the parking workforce as it will act as a gateway for opportunities for career progression or further education by building the confidence of employees and demonstrating that their skills have value.

The UK parking profession employs approximately 82,000 people (with 87% of these people employed in the private sector) in a wide range of occupations, compared to 569,000 people across Europe. This qualification is ideal for those employed in the following job roles:

- Civil Enforcement Officers
- Parking Attendants

Effective traffic and parking management is essential to support the sustainable growth of the UK economy as there are currently 34.5 million licensed vehicles on the roads (Juggins, 2013). Most of these vehicles spend more than 90% of the time in a car park, on the side of the road, at a station or in a garage (Juggins, 2013).

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## What do I need to achieve?

To achieve this qualification, you will need to complete the mandatory unit (2 credits) and select an optional pathway to achieve a minimum of 3 credits. You will need 5 credits for your Level 2 Award. Each unit covers different areas of work.

### Mandatory Units

- L2P1: Managing conflict in the enforcement of parking control and management

### PEOA2 Optional Pathway 1 (England, Wales & Northern Ireland)

- L2P2: Roles and responsibilities of civil enforcement officers operating under traffic management legislation

### PEOB2 Optional Pathway 2 (England & Wales)

- L2P3: Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation

### PEOC2 Optional Pathway 3 (England & Wales)

- L2P4: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land

### PEOD2 Optional Pathway 4 (Scotland only)

- L2P7: Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation

### PEOE2 Optional Pathway 5

- L2P5: Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation

### PEOF2 Optional Pathway 6 (Scotland & Northern Ireland)

- L2P6: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land

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## What is a unit?

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: Describe what tasks you will be able to do as a result of learning.
- Assessment criteria: Describe what activities you will need to do and what you must know to complete each task.

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## What is an approved WAMITAB Centre?

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
- Provide a candidate registration number.

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- Apply for your certificate when you have completed your qualification or units.
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### **How long will it take?**

There is no time limit set by WAMITAB for you to complete your qualification. However, your centre may also have some requirements that they will explain to you.

### **Who will help me achieve my qualification?**

The following people at the approved WAMITAB centre will help you to achieve your qualification.

#### **Your Tutor**

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

#### **External Quality Assurer**

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

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### **What are my responsibilities as a candidate?**

As a candidate you will need to:

- Provide your centre with your personal details so they can register you with WAMITAB.
- Undertake training provided by the Centre.
- Take a test which will help you demonstrate your knowledge.
- Comply with health and safety law and regulations.

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### **What steps will I need to take to complete my qualification?**

1. **Planning:** your trainer will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
2. **Training:** you will complete a training course which will provide you with the knowledge to undertake the qualification test.
3. **Feedback:** your trainer will provide regular feedback on your progress and will arrange for your test when they consider that you are ready.
4. **Achievement:** once you have passed the test, your centre will apply for your WAMITAB certificate.

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### **What are the evidence requirements for this qualification?**

You will be required to undertake a Multiple Choice Question (MCQ) test. This means that for each question you will be given a number of answers and you have to select the one which you consider correct. The pass mark for the test is 70%.

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**Where do I go if I need more information about my qualification and assessments?**

- your tutor
  - your qualification workbook
  - WAMITAB (01604 231950/ [www.wamitab.org.uk/info.admin@wamitab.org.uk](http://www.wamitab.org.uk/info.admin@wamitab.org.uk))
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## Useful Words

### Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

### Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

### Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

### Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

### Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

### External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.

### **Internal Quality Assurer**

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

### **Learner**

A person who is registered to work towards achievement of a qualification – i.e. you!

### **Learning Outcome**

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

### **Portfolio**

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

### **Unit – Mandatory and Optional**

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

### **Vocational**

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

### **WAMITAB**

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

## Unit Terms

### Analyse

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

### Apply

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

### Compare

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

### Critically Compare

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

### Demonstrate

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

### Describe

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

### Determine

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

### Develop

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

**Differentiate/ Distinguish**

Look at the characteristics of an item or situation/ activity and explain the differences.

**Evaluate/Justify**

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

**Explain**

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

**Identify**

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

**Implement**

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

**List**

Produce a number of relevant items which apply to the question. Further description is not required.

**Manage**

After a development process ensure that the product/process works using relevant management techniques.

**Recognise**

Be aware of, familiar with and able to identify an activity or product.

# Mandatory Units

### Unit L2P1: Managing conflict in the enforcement of parking control and management

Level: 2		MCQ	Comments
Credit Value: 2			
Learning Outcome	Assessment Criteria		
1. Understand the potential for and implications of violence in the parking environment	1.1 describe types of work-related violence		
	1.2 assess the risks of violence that exist in the working environment		
	1.3 describe the purpose and key components of a work-related violence policy		
	1.4 describe risk reduction measures which eliminate or reduce risks		
	1.5 describe the process of risk assessments of threats in developing situations		
	1.6 explain the importance of communication in managing conflict		
	1.7 explain how to respond to complaints		
	1.8 explain how to resolve issues		
2. Understand the types of behaviour that indicate an escalation towards high risk violence and how to take measures to avoid or calm and defuse the situation	2.1 describe human responses to threatening situations		
	2.2 identify the most common triggers and situations where there is a risk of escalation into violence		
	2.3 describe the blocks to communication in an aggressive or violent situation		
	2.4 explain how to defuse a situation and calm a person who is behaving in an angry and aggressive way		
	2.5 describe the action to take if a situation is escalating to a high risk violence		
	2.6 identify behaviour to use when confronting examples of unacceptable behaviour		
	2.7 describe the exit and avoidance strategies to adopt in potentially high-risk violence		
	2.8 describe the principles of 'reasonable force' in terms of protecting oneself		
3. Understand the post incident reporting procedures and support available	3.1 describe ways in which incidents of workplace violence are reported and recorded		
	3.2 describe how post incident information can be used to prevent or reduce the risk of work related violence across the organisation		
	3.3 describe how personal reflection on incidents of workplace violence can be used to: <ul style="list-style-type: none"> <li>• Provide personal learning</li> <li>• Plan future activity</li> </ul>		

	3.4 describe the reactions which may be experienced by a victim of a violent workplace incident		
	3.5 describe the support mechanisms available to a victim of a violent workplace incident		

## Optional Pathway 1 (PEOA2)



## Unit L2P2: Roles and responsibilities of civil enforcement officers operating under traffic management legislation (England, Wales and Northern Ireland)

Level: 2		MCQ	Comments
Credit Value: 5			
Learning Outcome	Assessment Criteria		
1. Understand current parking legislation in relation to your role as Civil Enforcement Officer	1.1 explain the difference between civil and criminal parking enforcement		
	1.2 explain the traffic management legislation and Statutory Guidance in relation to your role		
	1.3 describe the role of the Civil Enforcement Officer		
	1.4 describe the purpose of on-street and off-street (car parks) Traffic Orders		
	1.5 identify space markings and signage		
2. Understand how to apply contravention codes	2.1 describe the difference between permitted parking and restricted parking		
	2.2 explain the meaning of the following restrictions according to contravention codes: <ul style="list-style-type: none"> <li>• On Street</li> <li>• Off Street (including car parks)</li> </ul>		
	2.3 explain the reason for “observation periods”		
	2.4 explain the reason for differential parking charges		
3. Understand parking exemptions and their application	3.1 describe the purpose of parking exemptions		
	3.2 explain the circumstances when the following general exemptions apply: <ul style="list-style-type: none"> <li>• Royal Mail, military, utility and emergency vehicles</li> <li>• Loading and unloading</li> <li>• Getting in and out of a vehicle</li> <li>• Vehicles prevented from moving due to circumstances beyond the driver’s control</li> <li>• Opening and closing barriers or gates</li> </ul>		
	3.3 describe the Disabled Persons Blue Badge Scheme, including concessions		

4. Know how to record the necessary information for vehicle identification	4.1 identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	4.2 identify vehicle manufacturers and vehicle makes		
5. Know the procedure for issuing Penalty Charge Notices and supporting evidence requirements	5.1 explain the purpose of a Penalty Charge Notice		
	5.2 identify the types of supporting evidence required in relation to a Penalty Charge Notice		
	5.3 identify the uniform and identification requirements of a Civil Enforcement Officer for serving a Penalty Charge Notice		
	5.4 describe the procedure for serving a Penalty Charge Notice by a Civil Enforcement Officer		
	5.5 describe the procedure for serving a Penalty Charge Notice by post		
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	6.1 state the stages in processing a Penalty Charge Notice		
	6.2 explain how Penalty Charge Notices can be challenged		
7. Understand working practices in the parking profession	7.1 state the obligations to self and others under current Health and Safety legislation		
	7.2 describe Lone Worker provisions		
	7.3 identify risks associated with parking enforcement		
	7.4 state control measures associated with identified risks, including recording and reporting requirements		
	7.5 identify standard communications terminology		
	7.6 describe standards of conduct for Civil Enforcement Officers		
	7.7 explain the principles of equality and diversity		
	7.8 explain the importance of presenting a positive image to the public		
	7.9 explain the components of effective customer service in parking enforcement activities		



## Optional Pathway 2 (PEOB2)

### Unit L2P3: Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation (England & Wales)

Level: 2		MCQ	Comments
Credit Value: 5			
Learning Outcome	Assessment Criteria		
1. Understand current parking legislation in relation to your role as Parking Attendant (operating under Road Traffic Regulations Act 1984)	1.1 explain the difference between civil and criminal parking enforcement		
	1.2 identify space markings and signage		
2. Understand how to determine offences	2.1 describe the difference between permitted parking and restricted parking		
	2.2 describe the offences applicable in: <ul style="list-style-type: none"> <li>• A car park</li> <li>• Permitted parking places on-street</li> </ul>		
	2.3 explain the reason for “observation periods”		
	2.4 describe the Disabled Persons Blue Badge Scheme, including exemptions		
3. Know how to record the necessary information for vehicle identification	3.1 identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	3.2 identify vehicle manufacturers and vehicle makes		
4. Understand the procedure for issuing Excess Charge Notices and supporting evidence requirements	4.1 describe the procedure for issuing and serving an Excess Charge Notice		
	4.2 explain the purpose and types of supporting evidence required in relation to an Excess Charge Notice		
5. Know what happens after an	5.1 describe the stages in processing an Excess Charge Notice		

Excess Charge Notice is issued and the stages of the appeals process	5.2 describe the process for contesting the issue of an Excess Charge Notice		
6. Understand working practices in the parking profession	6.1 state the obligations to self and others under current Health and Safety legislation		
	6.2 describe Lone Worker provisions		
	6.3 identify risks associated with parking enforcement		
	6.4 state control measures associated with identified risks, including recording and reporting requirements		
	6.5 identify standard communications terminology		
	6.6 describe standards of conduct for Parking Attendants		
	6.7 explain the principles of equality and diversity		
	6.8 explain the importance of presenting a positive image to the public		
	6.9 explain the components of effective customer service in parking enforcement activities		

## Optional Pathway 3 (PEOC2)

## Unit L2P4: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land (England & Wales)

Level: 2		MCQ	Comments
Credit Value: 3			
Learning Outcome	Assessment Criteria		
1. Understand the current legal framework which applies to parking on private land in relation to your role as Parking Enforcement Officer	1.1 explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to: <ul style="list-style-type: none"> <li>• the boundaries of the land subject to parking control and enforcement</li> <li>• conditions or restrictions on parking control and enforcement operations</li> <li>• any restrictions on types of vehicles subject to parking control and enforcement</li> <li>• the content, placing and maintenance of notices and signs in relation to parking control and enforcement</li> <li>• notification of parking tickets</li> <li>• the authorisation to take legal action to recover charges due from drivers</li> <li>• information about complaints, appeals and challenges including the independent appeals service (England and Wales only)</li> <li>• avoiding the use of terminology implying action is being taken under statutory authority</li> </ul>		
2. Know the procedure for issuing parking tickets on private land and the requirements for supporting evidence	2.1 explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> <li>• Breach of contract</li> <li>• Trespass</li> <li>• Byelaws</li> <li>• Protection of Freedoms Act (England and Wales only)</li> </ul>		
	2.2 describe the procedure for issuing and serving parking tickets on private land		
	2.3 explain the purpose and types of supporting evidence required in		



	relation to issuing a parking ticket		
	2.4 list the methods of accepting payment, the location of payment sites and procedures for the issue of receipts		
	2.5 state the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment		
	2.6 describe the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets		
	2.7 state the types of records and documents to be kept		
3. Understand the circumstances when parking tickets should not be issued	3.1 describe the circumstances for not issuing a parking ticket for the following vehicles: <ul style="list-style-type: none"> <li>• Livered vehicles used for operational fire, police or ambulance purposes</li> <li>• Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position</li> <li>• Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge</li> <li>• Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people</li> <li>• Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the “paid-for” time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable “grace” period has run out.</li> </ul>		
	3.2 describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including a landowner’s discretion to grant concessions		

4. Know how to record the necessary information for vehicle identification	4.1 identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	4.2 identify vehicle manufacturers and vehicle makes		
5. Understand the principles of car park management	5.1 explain the purpose of car park layout and signage		
	5.2 describe the different types of payment systems and procedures used in car parks		
	5.3 explain the reason for patrolling and monitoring car parks on private land		
	5.4 state the types of equipment and resources used to operate car parks on private land		
	5.5 explain the obligation of the private landowner in relation to health and safety		
	5.6 explain the obligation of the private landowner (and/or their agent) in relation to the protection of people and property in car parks on private land		
	5.7 identify what constitutes an emergency procedure		
	5.8 describe the procedures for dealing with unusual situations		
6. Understand working practices in the parking profession	6.1 state the obligations to self and others under current Health and Safety legislation		
	6.2 describe Lone Worker provisions		
	6.3 identify risks associated with parking enforcement		
	6.4 state control measures associated with identified risks, including recording and reporting requirements		
	6.5 identify standard communications terminology		
	6.6 describe standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land		
	6.7 explain the principles of equality and diversity		

	6.8 explain the importance of presenting a positive image to the public		
	6.9 explain the components of effective customer service in parking enforcement activities		

## Optional Pathway 4 (PEOD2)

### Unit L2P7: Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation (Scotland only)

Level: 2		MCQ	Comments
Credit Value: 5			
Learning Outcome	Assessment Criteria		
1. Understand the background to current parking legislation	1.1 explain the difference between civil and criminal parking enforcement		
	1.2 explain the impact of road traffic act 1991 legislation and the role of the Parking Attendant		
	1.3 define a Special Parking Area, and a Controlled Parking Zone		
	1.4 describe the purpose of on-street and off-street (car parks) Traffic Orders		
	1.5 explain the purpose of space marking out and signage		
2. Understand how to apply contravention codes	2.1 describe the difference between permitted parking and restricted parking		
	2.2 explain the meaning of the following restrictions according to contravention codes: <ul style="list-style-type: none"> <li>• On Street</li> <li>• Off Street (including car parks)</li> </ul>		
	2.3 explain the reason for “observation periods”		
	2.4 explain the reason for differential parking charges		
3. Understand parking exemptions and their application	3.1 describe the purpose of parking exemptions		
	3.2 explain the circumstances when the following general exemptions are to be applied: <ul style="list-style-type: none"> <li>• Royal Mail, military, utility and emergency vehicles</li> <li>• Loading and unloading</li> <li>• Getting in and out of a vehicle</li> <li>• Vehicles prevented from moving due to circumstances beyond the driver’s control</li> <li>• Opening and closing barriers or gates</li> </ul>		
	3.3 describe the Disabled Persons Blue Badge Scheme including exemptions for Disabled Persons Badge holders		
4. Know how to record the	4.1 identify vehicle registration marks including:		

necessary information for vehicle identification	<ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	4.2 identify vehicle manufacturers and vehicle makes		
5. Know the procedure for issuing Penalty Charge Notices and the requirements for supporting evidence	5.1 explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice		
	5.2 explain the uniform and identification requirements of a Parking Attendant for serving a Penalty Charge Notice		
	5.3 explain the procedure for serving a Penalty Charge Notice by a Parking Attendant		
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	6.1 state the stages in processing a Penalty Charge Notice		
	6.2 explain how motorists can challenge Penalty Charge Notices		
7. Understand safe and effective working practices	7.1 state the obligations to self and others under current Health and Safety legislation		
	7.2 describe Lone Worker provisions		
	7.3 identify risks associated with parking enforcement		
	7.4 state control measures associated with identified risks, including recording and reporting requirements		
	7.5 identify standard communications terminology		
	7.6 describe the standards of conduct for Parking Attendants		
	7.7 explain the principles of equality and diversity		

## Optional Pathway 5 (PEOE2)

## Unit L2P5: Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation

Level: 2		MCQ	Comments
Credit Value: 5			
Learning Outcome	Assessment Criteria		
1. Understand current parking legislation in relation to your role as a CCTV Parking and Traffic Enforcement Officer	1.1 explain the difference between civil and criminal parking enforcement		
	1.2 state the impact of current legislation and codes of practice relating to parking and traffic enforcement using CCTV		
	1.3 state the 12 guiding principles that system operators should adopt		
	1.4 state the impact of data protection legislation and codes of practice in relation to the viewing and release of images captured by CCTV		
	1.5 define a Civil Enforcement Area, a Special Enforcement Area and a Controlled Parking Zone		
2. Understand the types of CCTV equipment and how they operate	2.1 describe how each of the following is used and operated: <ul style="list-style-type: none"> <li>Cameras</li> <li>Screens and system controls</li> <li>Different recording systems</li> <li>Recording devices</li> <li>Storage and retrieval systems</li> </ul>		
	2.2 explain the distinction between type approved equipment and other equipment		
	2.3 state the equipment checks needed to ensure equipment is fully operational and synchronised		
3. Understand the procedures to be used to record, store, use and dispose of images of contraventions	3.1 identify the specific contraventions to be recorded on CCTV and where applicable in relation to: <ul style="list-style-type: none"> <li>Parking</li> <li>Moving Traffic</li> <li>Bus Lanes</li> </ul>		
	3.2 identify the minimum evidence to be recorded to support the issue of Penalty Charge Notices		
	3.3 describe the procedures to be followed for reporting non-traffic incidents		



	3.4 state how images and related documentation are kept secure		
	3.5 state the circumstances when recorded images would be passed to another agency		
	3.6 describe the authorisation process to pass recorded images to a third party		
	3.7 describe the process for the disposal of recorded images		
4. Know parking and traffic exemptions and their application	4.1 state parking exemptions and their application for: <ul style="list-style-type: none"> <li>• Royal Mail, military, utility and emergency vehicles</li> <li>• Loading and unloading</li> <li>• Getting in and out of a vehicle</li> <li>• Vehicles prevented from moving due to circumstances beyond the driver's control</li> <li>• opening and closing barriers or gates</li> </ul>		
	4.2 describe the Disabled Person's Blue Badge Scheme including concessions		
5. Know how to record the necessary information for vehicle identification	5.1 identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	5.2 identify vehicle manufacturers and vehicle makes		
	5.3 define a 'permitted vehicle' as it relates to buses and taxis using bus lanes		
6. Understand the procedure for issuing Penalty Charge Notices and supporting evidence requirements	6.1 state the procedures for issuing and serving a CCTV enforced Penalty Charge Notice		
	6.2 explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice		
	6.3 state the stages in processing Penalty Charge Notices		
	6.4 describe the impact of own work on the processing of Penalty Charge Notices		
	6.5 describe the consequences of not capturing evidential quality images on the Penalty Charge Notice process		

	6.6 state the purpose of the representation and appeals process		
7. Understand working practices in the parking profession	7.1 state the obligations to self and others under the current Health and Safety legislation		
	7.2 describe Lone Worker provisions		
	7.3 identify risks associated with parking enforcement using CCTV		
	7.4 state the control measures associated with identified risks, including recording and reporting requirements		
	7.5 identify standard communications terminology		
	7.6 describe the health and safety guidance relating to good ergonomic practice and use of visual display units		
	7.7 describe standards of conduct for CCTV parking and traffic enforcement officers		
	7.8 explain the principles of equality and diversity		

## Optional Pathway 6 (PEOF2)

## Unit L2P6: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land – (Scotland & Northern Ireland)

Level: 2		MCQ	Comments
Credit Value: 3			
Learning Outcome	Assessment Criteria		
1. Understand the current legal framework which applies to parking on private land	1.1 Explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to: <ul style="list-style-type: none"> <li>• the boundaries of the land subject to parking control and enforcement</li> <li>• conditions or restrictions on parking control and enforcement operations</li> <li>• any restrictions on types of vehicles subject to parking control and enforcement</li> <li>• the content, placing and maintenance of notices and signs in relation to parking control and enforcement</li> <li>• notification of parking tickets</li> <li>• the authorisation to take legal action to recover charges due from drivers</li> <li>• information about complaints, appeals and challenges</li> <li>• avoiding the use of terminology implying action is being taken under statutory authority</li> </ul>		
2. Understand the procedure for issuing parking tickets on private land and the requirements for supporting evidence	2.1 Explain the reasons for issuing parking tickets on private land in relation to: <ul style="list-style-type: none"> <li>• Breach of contract</li> <li>• Trespass</li> <li>• Byelaws</li> </ul>		
	2.2 Explain the procedure for issuing and serving parking tickets on private land		
	2.3 Explain the purpose and types of supporting evidence required in relation to issuing a parking ticket		
	2.4 State the methods of accepting payment, the location of payment sites and procedures for the issue of receipts		

	2.5 State the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment		
	2.6 Explain the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets		
	2.7 State the types of records and documents to be kept		
3. Understand the circumstances when parking tickets should not be issued	3.1 Explain the reasons for not issuing a parking ticket for the following vehicles: <ul style="list-style-type: none"> <li>• Livered vehicles used for operational fire, police or ambulance purposes</li> <li>• Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position</li> <li>• Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge</li> <li>• Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people</li> <li>• Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the “paid-for” time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable “grace” period has run out</li> </ul>		
	3.2 Describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including landowner’s discretion to grant concessions		
4. Understand how to record the necessary information for vehicle identification	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> <li>• Diplomatic</li> <li>• Trade Plates</li> <li>• Military Vehicles</li> </ul>		
	4.2 Identify vehicle manufacturers and vehicle makes		
5. Understand the principles of	5.1 Explain the purpose of car park layout and signage		

car park management	5.2 Explain the different types of payment systems and procedures used in car parks		
	5.3 Explain the reason for patrolling and monitoring car parks on private land		
	5.4 State the types of equipment and resources used to operate car parks on private land		
	5.5 Explain the obligation of the private landowner in relation to health and safety		
	5.6 Identify what constitutes an emergency procedure		
	5.7 Explain the obligation of the private landowner in relation to the protection of people and property in car parks on private land		
	5.8 Describe the procedures for dealing with irregular situations		
6. Understand safe and effective working practices	6.1 State the obligations to self and others under current health and safety legislation		
	6.2 Describe Lone worker provisions		
	6.3 Identify risks associated with parking enforcement		
	6.4 State the control measures associated with identified risks, including recording and reporting requirements		
	6.5 Identify standard communications terminology		
	6.6 Explain the importance of presenting a positive image to the public		
	6.7 Explain the components of effective customer service in parking enforcement activities		
	6.8 Describe standards of conduct for parking enforcement officers in private land car parks		
	6.9 Explain the principles of equality and diversity		

## Appendix 1: Conflict Management Suggested Reading

[HSE, Managing work-related violence in licensed and retail premises](#)

[European Agency for Safety and Health at Work \(2009\)](#)

[HSE, Preventing workplace harassment](#)

[HSE, Quick guide to control measures](#)

<http://www.healthandsafetyatwork.com/hsw/dynamic-risk-assessment>

<http://www.managementstudyguide.com/role-of-communication-in-conflict-management.htm>

<http://www.yourarticlelibrary.com/business-communication/9-important-measures-to-overcome-the-barriers-of-communication/1006/>

<http://www.mindtools.com/CommSkill/ActiveListening.htm>

<http://www.skillsyouneed.com/rhubarb/dealing-with-complaints.html#ixzz3igoyfdox>

<https://www.nottingham.ac.uk/counselling/documents/podacst-fight-or-flight-response.pdf>

<http://www.beyondintractability.org/essay/escalation>

<http://everydaylife.globalpost.com/diffuse-violent-persons-emotions-deescalate-explosive-situation-13334.html>

Common Law Self Defence \*\*

Section 3 Criminal Law Act 1967 \*\*

Section 117 Police and Criminal Evidence Act 1986 \*\*

Defensive Tactics Training Manual Northants Police 2011

<http://www.nhs.uk/Conditions/Post-traumatic-stress-disorder/Pages/symptoms.aspx>

## Appendix 2: WAMITAB Guidance Note - Tax Disc Related Criteria

This Guidance Note has been compiled to clarify evidence requirements for Learning Outcomes and/or Assessment Criteria related directly to Tax Discs. From 1<sup>st</sup> October 2014 Tax Discs will no longer be required to be displayed on vehicles, and this will impact qualifications where learners are required to;

- State the information held on a tax disc
- Explain the importance of recording tax disc information accurately

These criteria apply in all pathways of both the Level 2 Award for Parking Enforcement Officers, and the Level 3 Award in Notice Processing.

From 21st October 2015, all multiple choice questions relating to these criteria were removed, and learners will no longer be tested in this area. Reference to these criteria in assignments must also be removed, and Centre's will be required to update their assignment papers. Learners will not be required to provide any other forms of evidence to demonstrate competency with these areas of the standards.

This position is to be upheld by all Centres, and for all learners, until such time as further guidance and/or amendments to the qualifications are officially made by WAMITAB.

**Ray Burberry**

**Qualifications Manager, WAMITAB**



## Appendix 3: Qualification Structure

Candidates must achieve 2 credits from the Mandatory Units group, plus a minimum of 3 credits from their chosen Optional Pathway.

### Mandatory Units

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
D/505/6997	Managing conflict in the enforcement of parking control and management	2	2	L2P1

### Optional Pathway 1: PE0A2 – Traffic Management Act 2004 (England, Wales & Northern) Ireland

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
H/505/6998	Roles and responsibilities of civil enforcement officers operating under traffic management legislation	5	2	L2P2

### Optional Pathway 2: PE0B2 – Road Traffic Regulations Act 1984 (England and Wales)

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
K/505/6999	Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation	5	2	L2P3

### Optional Pathway 3: PEOC2 – Private Land (England and Wales)

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
L/505/7000	Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land	3	2	L2P4

### Optional Pathway 4: PEOD2 – Road Traffic Act 1991 (Scotland Only)

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
Y/505/7002	Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation	5	2	L2P7

### Optional Pathway 5: PEOE2 – CCTV Enforcement Operations

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
R/505/7001	Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation	5	2	L2P5

### Optional Pathway 6: PEOF2 – Private Land (Scotland and Northern Ireland)

Ofqual Code	Title	Credits	Level	WAMITAB Unit Code
H/505/7018	Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land	3	2	L2P6



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*Qualification Code: 601/1781/3*

*WAMITAB Code: PEOA2, PEOB2, PEOC2,  
PEOD2, PEOE2, PEOF2.*

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